



HHS Office of the Ombudsman

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We Help Resolve All HHS Complaints

Do you have a question about your Health and Human Services (HHS) benefits?

If you are not satisfied after you have tried to speak directly to people involved in providing your services, or if you are not satisfied the information you received is correct, call the HHS Office of the Ombudsman.

Last year, more than 87,000 people got help from us. Together, we will find a solution to your problem.

▸ [Medicaid managed care](#)

▸ [Behavioral health services](#)

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▸ [Health, Developmental and Independence Services](#)

▸ [State supported living centers](#)

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▸ [Department of Family and Protective Services programs](#)

Contact Us

Have a problem with one of our programs or services?

1. Contact your provider or caseworker to see if they can explain their decision or correct the problem.
2. If you still can't get it resolved, call **877-787-8999** or [complete our online form](#).
3. You can also send a fax to 888-780-8099 or write to:
HHS Office of the Ombudsman
P.O. Box 13247
Austin, Texas 78711-3247

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▸ Medicaid managed care

▾ Behavioral health services

Call 800-252-8154.

If you have a question or concern about mental health services or substance use disorders, learn about your rights. An ombudsman can:

- Answer questions
- Help you file a complaint
- Tell you about your rights



[Visit the behavioral health clients rights website](#).

▸ Long-term care

▸ Foster care

**Today, this link goes to a page on the DSHS website,
but it will soon go to a page designed for the
Behavioral Health Ombudsman...**

Behavioral Health Help

If you are having problems getting behavioral services, including care for mental health conditions and substance use disorders, we can help.

The Behavioral Health Ombudsman can answer questions and help you resolve a complaint about behavioral health services received at a State Hospital or a [local mental health authority](#).

We can also help if you have concerns about access to behavioral health care through your health insurance plan, whether it is a public plan like Medicaid or even if it is a private plan.

We can help you:

- Access behavioral health services
- Answer questions
- Find a way to solve problems with your services
- Understand your [rights](#), which includes things like:
 - the right to humane treatment
 - the right to the least restrictive treatment
 - the right to participate in the development of your treatment plan
 - the right to complain
- Explain [charges](#) you might need to pay at a local mental health facility
- Help you find resources

How to Get Help

There are 4 ways to contact us:

- Call: 800-252-8154, 8 a.m. - 5 p.m., Monday - Friday

If you have a hearing or speech disability, call the toll-free Relay Texas service at 7-1-1 or 800-735-2989.

- Online: Submit your question or complaint [online](#) (link is external).
- Mail: Texas Health and Human Services Commission
Behavioral Health Care Ombudsman
P.O. Box 13247
Austin, TX 78711-3247
- Fax: 888-780-8099

Publications Explaining Your Rights

Click [here](#) to go to our publications page, which includes a handbook for consumers receiving mental health services at State Hospitals and through LMHAs. There is also a version appropriate for teens.

Behavioral Health Access to Care

The Texas Insurance Code requires a health benefit plan to provide benefits and coverage for mental health conditions and substance use disorders under the same terms and conditions applicable to the plan's medical and surgical benefits and coverage.

The Behavioral Health Ombudsman will gather information from you about your concerns, and ensure they are sent to the agency that oversees your health plan. This will vary depending on the kind of insurance you have. For example, if you have Medicaid, we will work with staff here at Texas HHS to resolve your concern. However, if you have insurance through your employer, we might need to ask the [Texas Department of Insurance](#) to help.

The National Alliance on Mental Illness has a great resource that explains important concepts related to parity, which you can access [here](#).

There is also helpful information on the Texas Department of Insurance's page [here](#), as well as on our Medicaid page [here](#).

Other Resources

- If you are in crisis and are looking for mental health services in your area, find the [local mental health authority](#) closest to you.
- [MentalHealth.Org](#) is a resource for individuals seeking information on services available in Texas. This page is a project of HHSC's [Office of Mental Health Coordination](#).

- For information on making a complaint about an inpatient facility where you are being treated for a substance use disorder, you can contact the HHSC Regulatory Services Division's Health Care Quality section by calling toll-free 1-888-973-0022. This [Patient Bill of Rights](#) was developed for individuals at these facilities.
- [Disability Rights Texas](#) is the federally-designated legal protection and advocacy agency for people with disabilities in Texas.
- To report immediate risk of abuse or neglect, call the [Texas Abuse Hotline](#) at 800-252-5400.